

FortiFone FON-580



January 11, 2022 Revision 1

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Register for Support

Register your Fortinet product to receive:

- Technical Support
- New product features
- Protection from new threats

Vous devez enregistrer le produit pour recevoir:

- Support technique
- Nouvelles fonctionnalitées du produit
- Protection contre de nouvelles menaces

La reistrazione ti permette di usufruire di:

- Supporto Tecnico
- Nuove funzionalita
- Proteezione dalle ultime minaccce

Debe registrar el producto para recibir:

- Apoyo técnico
- Nuevas funcionalidades del producto
- Protección contra ataques

登録のお願い

本日、フォーティネット製品の登録をしてください。 登録すると次のメリットがあります。 テクニカルサポート • 新機能の追加 • 新しい脅威への防御

请马上注册

您的飞塔产品

您在注册以后才能得到技术支持、新产品特点信息、最新威胁防护

https://support.fortinet.com

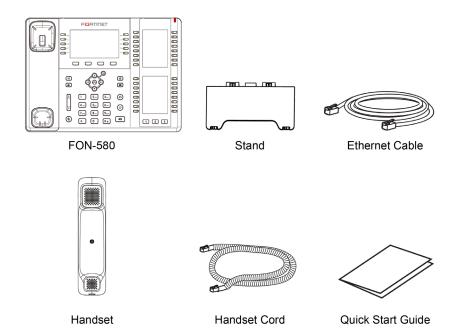
Toll free: 1 866 648 4638 Phone: 1 408 486 7899 Fax: 1 408 235 7737 Email: register@fortinet.com

Box Includes

This guide describes how to set up your phone and provides a brief overview of its features. Start by configuring an extension in the phone system. Refer to the <u>FortiVoice</u> Administration Guide for information about configuring an extension.

For further details about your phone, please see the FON-x80 Series User Guide.

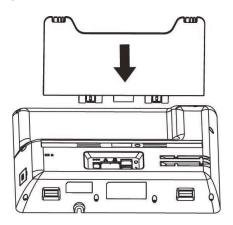
The following items are included in the box:

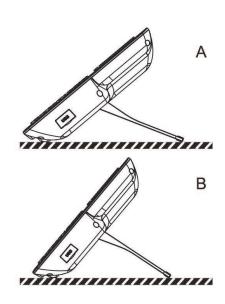


1 Installation

Attaching the stand

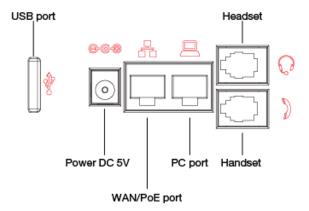
- 1. Line the posts on the top of the base with the holes on the back of the phone, depending on the level of tilt you prefer.
- 2. Push the stand into place until secure.





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Connecting the phone



- 1. Connect the handset cord to the handset) jack on the phone.
- 2. Optionally, connect an amplified headset to the Q jack.
- 3. Connect the WAN port $\stackrel{1}{\mathbb{R}}$ to the network with the provided Ethernet cable.
- 4. Optionally, connect your desktop PC to the PC port A with an Ethernet cable (not supplied).
- If the network supports PoE, a power adapter is not required. The phone requires a DC 48V 0.3A PoE connection. If PoE is not supported on the network, connect a DC 5V 2A power adapter to the power jack.

Setting up the phone

For use as an internal extension

The phone supports plug and play installation and will automatically download its configuration from the FortiVoice system. The phone will display the extension number and name when it has registered.

For use as an external extension

The phone can be used outside of the FortiVoice location as an external extension. The phone must manually be configured to contact the Provisioning Server (the FortiVoice unit) in order to obtain registration information:

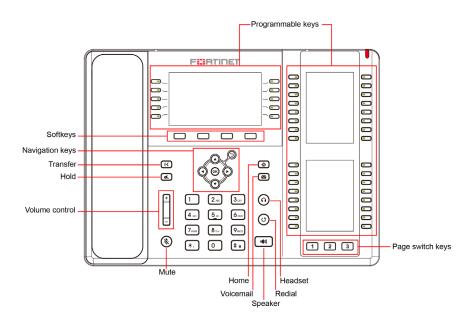
- 1. On the phone, press the Menu button.
- 2. Select **Setting > Provisioning**.
- 3. Enter the password as 23646.
- 4. Select FortiVoice Server.
- 5. Enter the public IP address or the FQDN of the FortiVoice unit.
- 6. Press OK.

For use as a cloud extension

The phone can be used with the FortiVoice Cloud service as an extention. The phone must be manually configured in order to register with the service.

- 1. On the phone, press the Menu button.
- 2. Select Cloud.
- 3. Enter the Cloud ID and press OK.
- 4. Enter the Extension No. and press OK.
- 5. Enter the Cloud PIN and select Submit.

2 Using the Phone



Softkey	Function		
History	Accesses the call history stored on the phone.		
Contact	Accesses the contacts stored on the phone.		
DND	Toggles Do Not Disturb on and off.		
Menu	Accesses the phone menu.		

Button	Function
	Navigation keys — used to navigate items within the History/Contact/Menu.
ot	Hold — places and retrieves calls on hold.
(+(Transfer — transfers calls to another extension or outside line.
+	Volume control — adjusts the volume of the handset/headset/speaker.
*	Mute — toggles the microphone on and off.
⋄	Home/Menu — accesses the menu of the phone where settings, features and phone information is available. When in Menu, press to return to idle screen.
	Voicemail — accesses voicemail.
O	Redial — places a call to the last number dialed.
0	Headset — toggles the headset on and off.
(1))	Speakerphone — toggles the speaker on and off.
	Programmable keys — can be configured for a variety of functions such as appearances for extensions/park/lines. Consult the FortiVoice Administration Guide for more information on programmable keys.

Troubleshooting

Symptom	Corrective Action		
Display is blank	Confirm the phone's power source. 1. If you are using Power over Ethernet (PoE): • Ensure your Ethernet cable is plugged into the WAN port on the back of your phone. • Ensure the PoE switch is properly configured. If it still doesn't work, replace the Ethernet cable. 2. If you are using the power adapter: • Ensure it is plugged in. If it still doesn't work, replace the power adapter.		
Phone is not receiving a DHCP IP Address	 The DHCP server is not responding. Ensure your DHCP server is online. This is typically your router. Reboot the router or DHCP server. If you are still experiencing issues, the phone may require advanced network configuration. Please contact your administrator or refer to the FON-x80 Series User Guide. 		
No name and extension number is displayed	 Your phone is not registered. On the <i>Extensions</i> page of the FortiVoice interface, ensure the MAC address is correctly entered and the <i>Phone Type</i> is <i>FON-580</i>. Save your configuration and reboot the phone. If you phone is configured as an external extension, ensure the <i>Server Address</i> is correct. To verify, see "For use as an external extension". If your phone is configured as an external extension, check the network connection and firewall settings at the FortiVoice location. 		
No audio during a call	 Check the handset/headset connections. Make sure the phone is properly registered with the FortiVoice unit. If your phone is configured as an external extension, check the network connection and firewall settings at the FortiVoice location. 		

Cautions and Warnings

Environmental specifications

Refer to specific Product Model Data Sheet for Environmental Specifications (Operating Temperature, Storage Temperature, Humidity, and Altitude).

Référez à la Fiche Technique de ce produit pour les caractéristiques environnementales (Température de fonctionnement, température de stockage, humidité et l'altitude).

Ambient operating temperature 0c to 45c.

Température ambiante de fonctionnement: Oc to 45c

Safety

Caution: This equipment is to be used in a Network Environment 0 per IECTR 62101. This product is connected only to PoE networks without routing to the outside plant.

Attention : Ce matériel doit être utilisé dans un Environnement Réseau 0 par IECTR 62101. Ce produit est uniquement connecté aux réseaux PoE sans installation externe de routage.

This product is intended to be supplied by a Listed Direct Plug-In Power Unit marked LPS or Class 2 and rated 5 Vdc, 2 A or by 48 Vdc from PoE source.

Le produit doit être alimenté par un bloc d'alimentation à courant continu homologué UL de 5 Vdc, 2 A nominal marqué LPS ou Class 2 ou par une source d'alimentation par Ethernet de 48 Vdc (PoE).

E911 and use with multi-line telephone systems

Please note the use and operation of this phone as part of a multi-line telephone system (MLTS) may be subject to state and/or federal E911 MLTS laws that require the MLTS to provide a caller's telephone number, extension, and physical location to applicable state and/or local emergency services when a caller initiates a 911 call. The MLTS may not provide a caller's telephone number, extension, or physical location information to emergency services when a caller dials 911, and compliance with state and/or federal E911 MLTS laws is the sole responsibility of the purchaser of this phone.

Privacy

This phone implements security and encryption technologies. However, privacy of communications may not be ensured when using this telephone.

Regulatory Notices

Federal Communication Commission (FCC) - USA

This device complies with Part 15 of FCC Rules. Operation is subject to the following two conditions:

(1) this device may not cause harmful interference, and

(2) this device must accept any interference received; including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if it is not installed and used in accordance with the instruction manual, it may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- . Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- . Consult the dealer or an experienced radio/TV technician for help.

WARNING: Any changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment

This equipment complies with Part 68 of the ECC rules and the requirements adopted by the ACTA. On the bottom of this equipment is a label that contains, among other information, a product identifier in the format US: FTNIPNANFON480. If requested, this number must be provided to the telephone company

Industry Canada Equipment Standard for Digital Equip-

ment (ICES) -Canada

This Class B digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada

UK Conformity Assessed (UKCA) - United Kingdom

The product transmits within the frequency ranges and less than or equal to the power listed below:

2402-2480MHz less than 20dBm

This equipment should be installed and operated with minimum distance of 20cm between the radiator & your body.

This product is in compliance with Statutory Instrument 1206 Radio Equipment Regulations 2017

The full Declaration of Conformity for this product is available in the link below:

https://site.fortinet.com/ProductRegulatory/UK

European Conformity (CE) - EU

This is a Class B product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take

The product transmits within the frequency ranges and less than or equal to the power listed below:

2402-2480MHz less than 20dBm

This equipment should be installed and operated with minimum distance of 20cm between the radiator & your body

Simplified EU Declaration of Conformity

This declaration is only valid for Fortinet products (including combinations of software, firmware and hardware) provided by Fortinet or Fortinet's authorized partners to the end-customer directly for use within the EU or countries that have implemented the EU Directives and/or spectrum regulation. Any Fortinet products not obtained directly from Fortinet or Fortinet's authorized partners may not comply with EU Directives and Fortinet makes no assurances for such products.

Български

. родукт е в съответствие с Директива 2014/53/EC. Ceshy

produkt je v souladu se smernicí 2014/53/EU.

Dansk Dette produkt er i overensstemmelse med direktiv 2014/53/EU.

Deutsch es Produkt entspricht der Richtlinie 2014/53/FIII.

See toode vastab direktiivile 2014/53/EL

English This product is in compliance with Directive 2014/53/EU.

Español

ducto cumple con la Directiva 2014/53/UE.

Ελληνική Το προϊόν αυτό συμμορφώνεται με την Οδηγία 2014/53/ΕΕ.

Français oduit est conforme à la Directive 2014/53/UE

Hrvatski

Ovaj projzvod je u skladu s Direktivom 2014/53/FU.

Italiano Questo prodotto è conforme alla Direttiva 2014/53/EU.

Latviski Questo prodotto è conforme alla Direttiva 2014/53/EU.

Lietuvių

Šis gaminys atitinka direktyvą 2014/53/ES.

Malti

Dan il-prodott huwa konformi mad-Direttiva 2014/53/UE.

Magyar
Ez a termék megfelel a 2014/53/EU irányelvnek.

Dit product is in overeenstemming met Richtlijn 2014/53/EU. Norsk

Dette produktet er i samsvar med direktiv 2014/53/EU. Polski

Ten produkt jest zgodny z dyrektywą 2014/53/UE.

Português

ste produto está em conformidade com a Diretiva 2014/53/UE. Rumunski

Acest produs este în conformitate cu Directiva 2014/53/UE.

Slovensky nto produkt je v súlade so smernicou 2014/53/EÚ.

Slovensko Ta izdelek je v skladu z Direktivo 2014/53/EU.

Suomi Tämä tuote on direktiivin 2014/53/EU mukainen

Denna produkt överensstämmer med direktiv 2014/53/EU.

Note: The full declaration of conformity for this product is available at

https://site.fortingt.com/ProductRegulatory/FLI



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Fortinet's sole obligation shall be to repair or offer replacement Hardware for the defective Hardware at no charge to the original owner. This obligation is exclusive of transport fees, labor, de-installation, installation, reconfiguration, or return shipment and handling fees and costs, and Fortinet shall have no obligation related thereto. Such repair or replacement will be rendered by Fortinet at an authorized Fortinet service facility as determined by Fortinet. The replacement Hardware need not be new or of an identical make, model, or part; Fortinet may, in its discretion, replace the defective Hardware (or any part thereof) with any reconditioned Product that Fortinet reasonably determines is substantially equivalent (or superior) in all material respects to the defective Hardware. The Hardware Warranty Period for the repaired or replacement Hardware shall be for the greater of the remaining Hardware Warranty Period or ninety days from the delivery of the repaired or replacement Hardware. If Fortinet determines in its reasonable discretion that a material defect is incapable of correction or that it is not practical to repair or replace defective Hardware, the price paid by the original purchaser for the defective Hardware will be refunded by Fortinet upon return to Fortinet of the defective Hardware. All Hardware (or part thereof) that is replaced by Fortinet, or for which the purchase price is refunded, shall become the property of Fortinet upon replacement or refund. Fortinet warrants that Software as initially shipped by Fortinet will substantially conform to Fortinet's then current functional specifications for the Software, as set forth in the applicable documentation for a period of ninety (90) days ("Software Warranty Period"), if the Software is properly installed on approved Hardware and operated as contemplated in its documentation. Fortinet's sole obligation shall be to repair or offer replacement Software for the non-conforming Software with software that substantially conforms to Fortinet's functional specifications. This obligation is exclusive of transport fees, labor, de-installation, installation, reconfiguration, or return shipment and handling fees and costs, and Fortinet shall have no obligation related thereto. Except as otherwise agreed by Fortinet in writing, the warranty replacement Software is provided only to the original licensee, and is subject to the terms and conditions of the license granted by Fortinet for the Software. The Software Warranty Period shall extend for an additional ninety (90) days after any warranty replacement software is delivered. If Fortinet determines in its reasonable discretion that a material non-conformance is incapable of correction or that it is not practical to repair or replace the non-conforming Software, the price paid by the original licensee for the non-conforming Software will be refunded by Fortinet; provided that the non-conforming Software (and all copies thereof) is first returned to Fortinet. The license granted respecting any Software for which a refund is given automatically terminates immediately upon refund. For purpose of the above hardware and software warranties, the term "functional specifications" means solely those specifications authorized and published by Fortinet that expressly state in such specifications that they are the functional specifications referred to in this section 6 of this Agreement, and, in the event no such specifications are provided to you with the Software or Hardware, there shall be no warranty on such Software.

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